

## **POSITION DESCRIPTION**

### **Client Contact Centre Team Leader**

**April 2019**

<b>Overview</b>	Family Planning is New Zealand's leading sexual and reproductive health organisation. We believe people should have access to quality services and information so they can make informed choices about their sexual and reproductive health. More information can be found on our website at <a href="http://www.familyplanning.org.nz">www.familyplanning.org.nz</a>
<b>Purpose of Position</b>	To provide leadership, coaching and support to Client Contact Centre staff to ensure a professional and high quality service is delivered in response to all forms of client contact with Family Planning Clinical Services.
<b>Responsible to</b>	Client Contact Centre Manager
<b>Responsible for</b>	Client Contact Centre Operators (CSRs)
<b>Functional Relationships</b>	
<b>Internal:</b>	Clinic staff Regional Managers Clinic Service Managers Virtual Clinic Nurses Phone Authorising Doctors Health Promotion staff Human Resources
<b>External:</b>	Family Planning Clients

## Position Accountabilities

Key Accountability	Expected Result
Client Contact Centre Service Delivery	<ul style="list-style-type: none"> <li>• Oversee the day to day operations of the client contact centre to ensure a consistent approach and a high level of quality of service is maintained at all times.</li> <li>• Support and advise the CCC Manager to:               <ul style="list-style-type: none"> <li>• Implement processes to ensure the achievement of Family Planning’s strategic objectives in the region</li> <li>• Monitor team performance and reporting on metrics and other data as required.</li> <li>• Act as an escalation point for resolving complex client enquiries and issues and ensure all complaints are dealt with in a timely manner</li> <li>• Ensure policies, procedures and changes are effectively communicated and adhered to by contact centre staff</li> </ul> </li> <li>• Assist with inbound calls during periods of high demand</li> </ul>
People Management	<ul style="list-style-type: none"> <li>• In collaboration with the CCC Manager take responsibility for the performance and supervision of staff within the client contact centre, including formal and informal recognition, coaching and development of staff.</li> <li>• Assist with effective and timely recruitment and induction processes</li> <li>• Support performance management of staff and ensure this is carried out in line with Family Planning policy.</li> <li>• Preparation of rosters for safe and efficient staffing levels which are made available to staff in a timely manner.</li> <li>• All staff timesheets are completed, approved and submitted to payroll by due date/time.</li> <li>• Manage leave requests to ensure business continuity at all times.</li> </ul>
Leadership	<ul style="list-style-type: none"> <li>• Encourage a team approach and the sharing of knowledge and ideas.</li> <li>• Lead by positive example and motivate a contact centre team to reach performance targets contributing to company objectives</li> <li>• Initiate and champion ideas and improvements to the services offered to clients and Family Planning’s processes and systems</li> <li>• Act as a role model to others, living the Contact Centre values and motto of being in the right place, at the right time, doing the right thing</li> <li>• Communicate solutions, successes and opportunities to the Client Contact Centre Manager</li> <li>• Build effective relationships with other teams and departments.</li> <li>• Communicate all information clearly and in a timely manner.</li> </ul>
Coaching and Training	<ul style="list-style-type: none"> <li>• Assist in positive coaching, training and development of staff</li> <li>• Identify training needs and provide performance improvement coaching</li> <li>• Maintain a strong knowledge and become a subject matter expert of operational policy and procedure, appointment specifications and booking guidelines.</li> </ul>

	<ul style="list-style-type: none"> <li>• Conduct one- on-one quality call coaching and feedback with staff.</li> <li>• Ensure all staff meet and maintain professional knowledge, national and Family Planning standards, and legislative requirements.</li> <li>• Provide consistent, clear feedback to team members and reinforce effective performance to CSRs</li> <li>• Be an effective communicator in providing feedback both verbally and written to CSRs</li> <li>• Monthly reporting and evaluating for the purposes of quality call monitoring, performance and feedback, reporting trends and potential areas of operational improvement</li> </ul>
Treaty of Waitangi and Maori Responsiveness	<ul style="list-style-type: none"> <li>• Support CCC Manager in the delivery of plans, budgets, projects, and activities that prioritise improving Maori sexual and reproductive health and equity.</li> <li>• Provide relevant staff training to improve the responsiveness of contact centre staff to Maori.</li> <li>• Ensure service delivery is responsive to the diverse needs of our client groups</li> </ul>
Quality / Health and Safety	<ul style="list-style-type: none"> <li>• Ensure all health and safety systems and processes are adhered to.</li> <li>• Observe and promote safe work practices and culture.</li> <li>• Ensure standards are monitored and developed to meet accreditation requirements in conjunction with Family Planning guidelines</li> <li>• Report the risks to the Client Contact Centre Manager and the overall organisation of possible solutions, including the impact on others.</li> </ul>

## Family Planning Competencies

Competency	Behaviour
Commitment to Family Planning	<ul style="list-style-type: none"> <li>• Displays the Family Planning values in all areas of work – Manaaki, Tika, Manawanui, and Mahi tahi.</li> <li>• Demonstrates commitment to Family Planning’s philosophy and vision.</li> <li>• Demonstrates knowledge and commitment to the Family Planning strategic framework and actively work towards achievement of priority areas.</li> </ul>
Quality Service Delivery – Internal and External	<ul style="list-style-type: none"> <li>• Is committed to providing the best possible service, both internally and externally.</li> <li>• Delivers an accurate, timely and client focused service in line with standards and policies and the vision of Family Planning.</li> <li>• Actively seeks and responds to client feedback.</li> <li>• Establish and nurture effective client relationships.</li> </ul>
Cultural Competence	<ul style="list-style-type: none"> <li>• Understands the principles of the Treaty of Waitangi in the context of Family Planning.</li> <li>• Works to achieve equitable health outcomes for Māori.</li> <li>• Demonstrates an awareness, sensitivity and respect of others and is responsive to each person’s unique identity and cultural needs.</li> </ul>

Innovation and Adaptability	<ul style="list-style-type: none"> <li>• Seeks to initiate, support and contribute to new ideas to improve processes, methods or technologies</li> <li>• Open to different ways of thinking, new opportunities and approaches with a willingness to modify what you do.</li> <li>• Takes initiative for own continuous learning and developing.</li> </ul>
Teamwork and Inclusiveness	<ul style="list-style-type: none"> <li>• Interacts with others in a way that is inclusive and respectful to support achievement of common goals.</li> <li>• Responsive to others with a willingness to answer questions, concerns, share knowledge or problem solve and arrive at a positive outcome.</li> <li>• Develop, maintain, and strengthen relationships inside and outside Family Planning to meet shared objectives.</li> </ul>
Communication	<ul style="list-style-type: none"> <li>• Communicate in a professional, positive and clear manner, both when speaking and in writing.</li> <li>• Takes responsibility to be informed of Family Planning communications.</li> </ul>
Health and Safety	<ul style="list-style-type: none"> <li>• Manages own personal health and safety, and takes appropriate action to deal with workplace hazards, accidents and incidents.</li> </ul>

### Limitations on Authority

Authority	Delegation Level
Financial Delegation	None
Budget held	None
Number of staff reporting directly	Up to 12
Number of staff reporting indirectly	None

### Ideal Person Specification

The person best suited to this position will possess the following:

Skills, Knowledge and Qualifications	
Skills & Knowledge	<ul style="list-style-type: none"> <li>• Proven work experience as a team leader or supervisor in a Contact Centre environment</li> <li>• In-depth knowledge of performance metrics</li> <li>• Well-developed computer literacy skills, especially MS Excel and Word</li> <li>• Excellent communication and leadership skills</li> <li>• Organisational and time-management skills</li> <li>• Decision-making skills</li> <li>• Demonstrated ability in successful staff management.</li> <li>• High quality communication skills – written and verbal.</li> </ul>
Qualifications	<ul style="list-style-type: none"> <li>• A relevant qualification is desirable, although not essential.</li> </ul>

Other requirements	<ul style="list-style-type: none"><li>• Displays a non-judgemental attitude and empathy towards clients.</li><li>• Able to work with people from a range of cultures, particularly Maori.</li><li>• Accepts ownership of issues until they are resolved</li><li>• Identify workable solutions to difficult/complex issues</li></ul>
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**Other details**

Family Planning needs to maintain a flexible working structure due to the changing environment that we operate in. To reflect this, position descriptions are formally reviewed on an annual basis and they may be varied from time to time.